

SUPPORT POLICY

Support Offering: TotalMD, Inc. provides a team of professional, experienced support personnel to help you get the most out of your TotalMD software solution. Currently, support is available as follows:

Telephone Support: Telephone support is offered to all users by calling our support hotline at (800) 613-7597.

Hours of Operation: Support for TotalMD is offered by phone and/or email, during the hours of 8:00am - 5:00pm Arizona time on normal business days.

Supported Issues: Most issues can be handled directly by our Support team. Examples of these inquiries include:

- Questions about using system features/functions;
- Troubleshooting data or functional problems that result from how the system is being used;
- Reporting of a system issue (bugs or system not available); and
- Customer service items (we'll direct you appropriately for billing/contract questions, ordering new services, etc.).

Non-Supported Issues: Support is offered only to help resolve software or business issues relating to use of the TotalMD software and services. Requests for extended training or other similar items are not considered support issues and will require a separate service agreement and negotiated pricing. Please contact us for a quote. For questions regarding issues not directly related to the performance of the TotalMD software solution (such as general PC or network troubleshooting), please contact your office's computer technicians. In its sole discretion, TotalMD, Inc. may provide information and links to appropriate support resources when possible.

If you have any questions regarding TotalMD, Inc. Customer Support, please call the telephone support number during regular business hours.